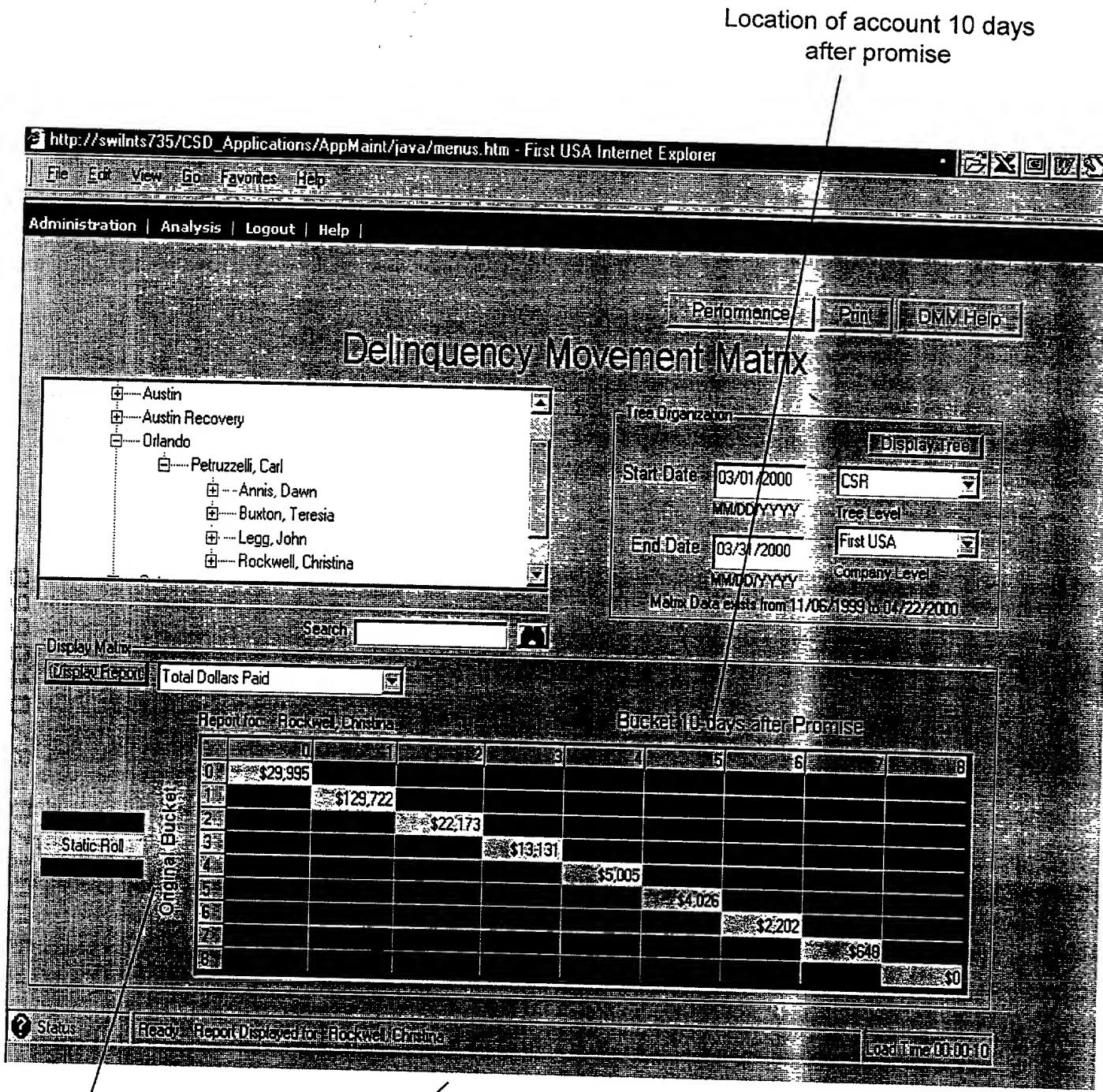


FIG. 1



Location of account on day  
promise taken

202

**FIG. 2**

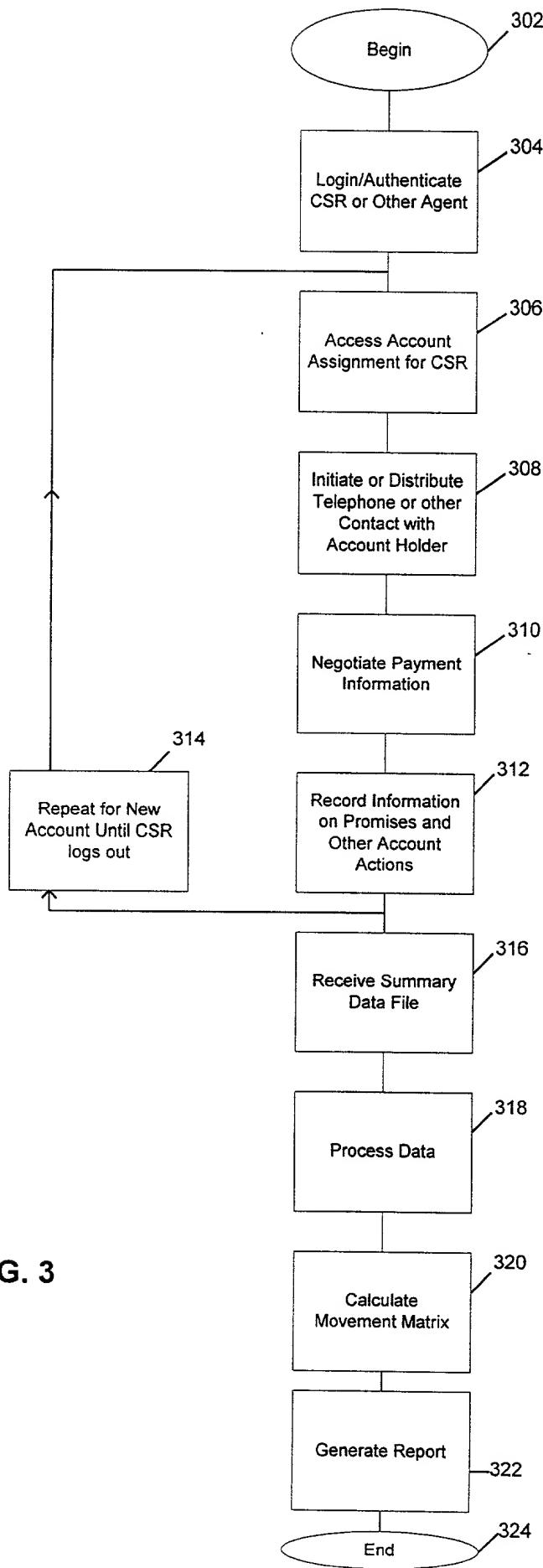
U.S. Patent Application

Title: "System and Method For Supervising Account Management Operations"

Inventor: Rebecca Lynn SIEGEL et al.

Filed: July 10, 2001

Attorney Docket No.: 47004.000089



**FIG. 3**

U.S. Patent Application  
 Title: "System and Method For Supervising Account Management Operations"  
 Inventor: Rebecca Lynn SIEGEL et al.  
 Filed: July 10, 2001  
 Attorney Docket No.: 47004.000089

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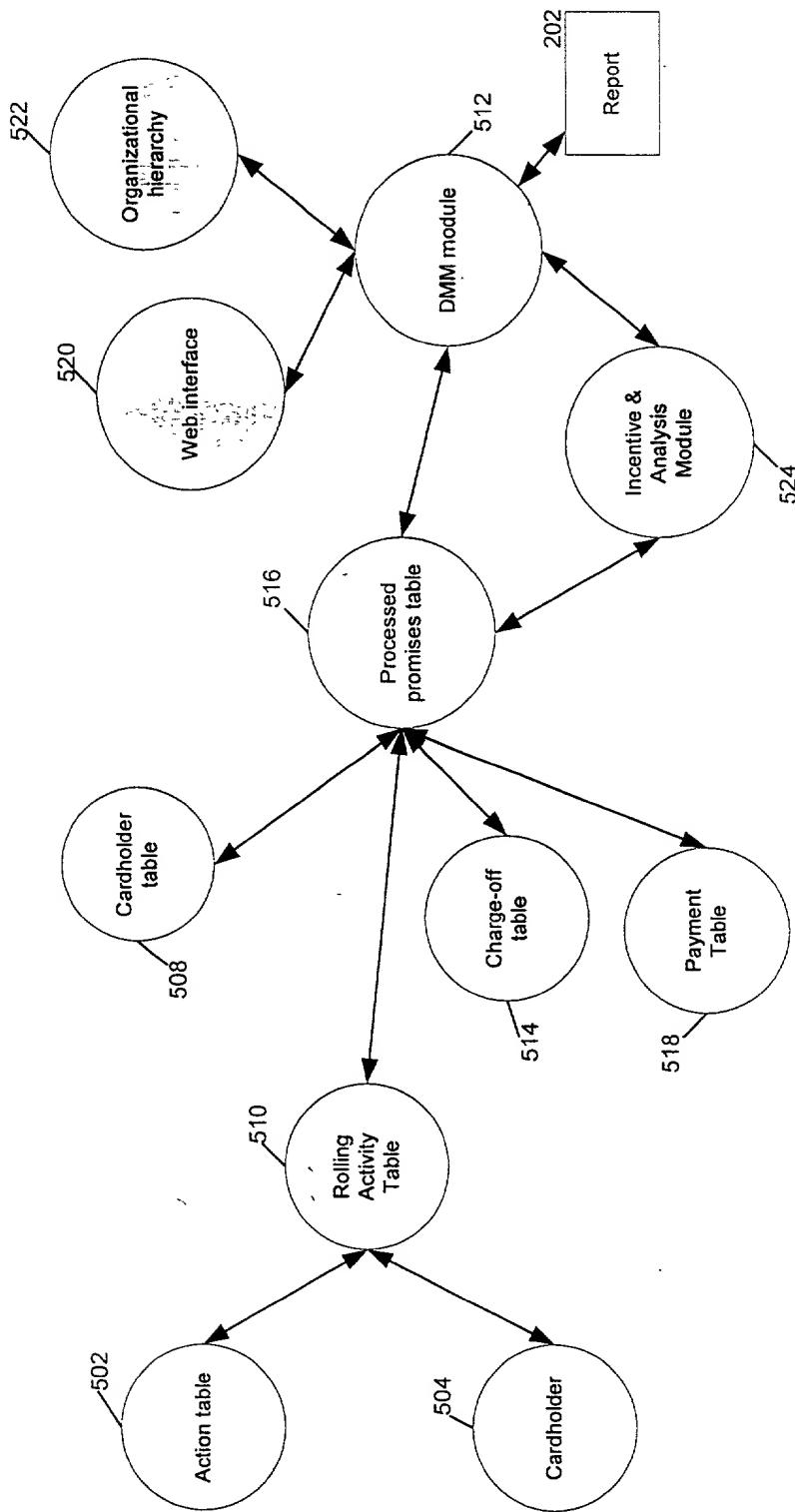
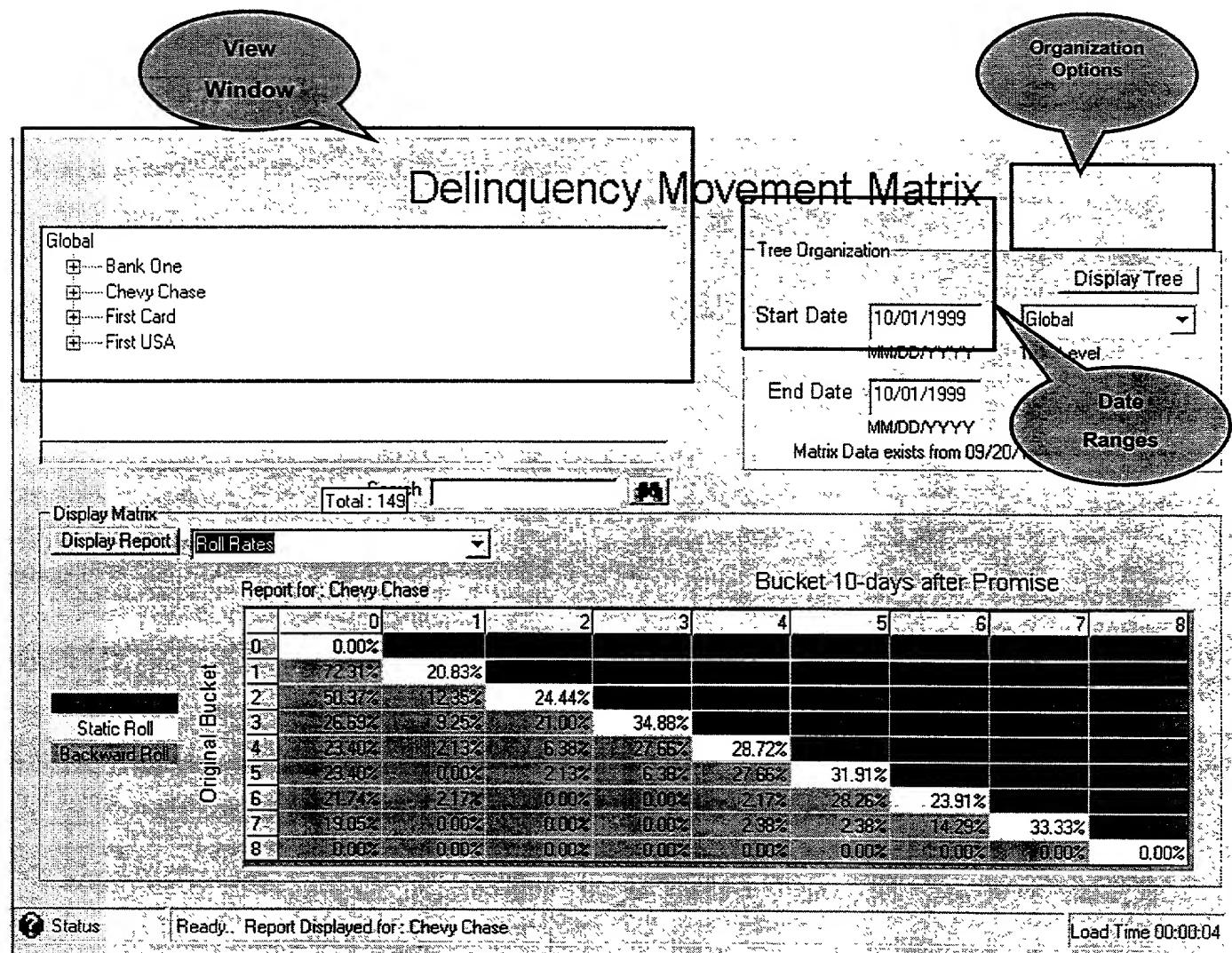


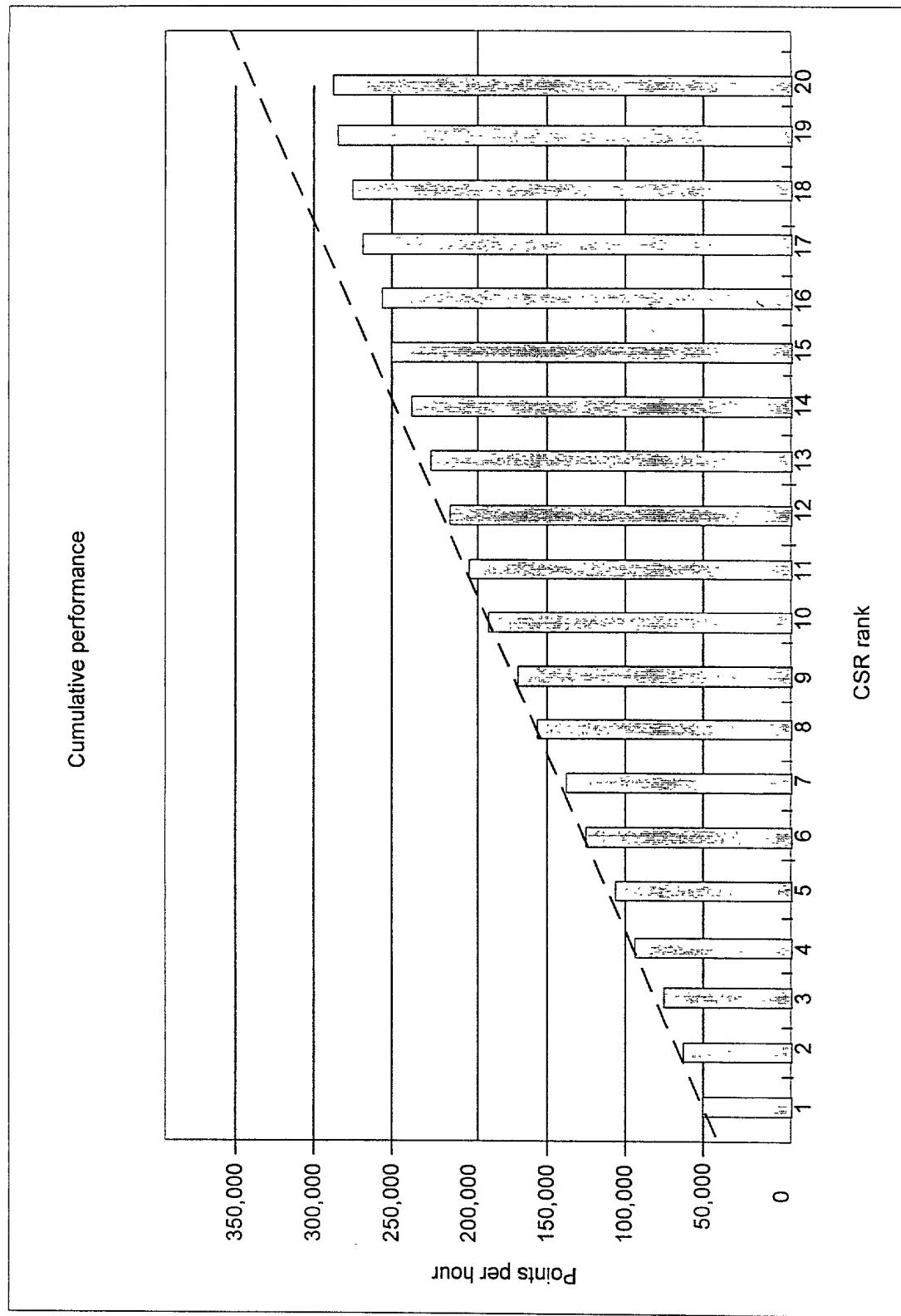
FIG. 4

Organization Option	Description
CSR	Option to view performance at CSR, Team Manager, Team Leader, site, and company level
CSR – No organization	Option to view CSR performance regardless of company, site, Team Manager, or Team Leader

*Note: Global report is available for all report options.*



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FIG. 6